Income Maintenance Advisory Committee
Department of Health and Family Services
Division of Health Care Financing
November 21, 2002
Minutes

County Attendees: **Ed Kamin**, Co-Chair**,** Kenosha Co. DHS; **Bob Macaux**, Florence Co.;
Shirley Ross, LaCrosse Co.; **Sara Shackelton**; Dane Co.; **Gary Bailey**,
Rock Co.; **Jackie Bennett**, Racine Co. HSD; **Joanne Faber,**
Washington Co., DSS; **Liz Green**, Dane Co. DHS; **John Rathman,**
Outagamie Co.; **Sheryl Siegl**, Winnebago Co. DHS; **Felice Riley**,
Milwaukee Co, DHS; **Michael Poma**, Milwaukee Co.; **Gloria Guitan**,
Milwaukee Co.; **Sue Schmitz**, Waukesha Co.; **Jane Huebsch**, Marathon
Co.; **Deb Hughes**, Grant Co.

State Attendees: **Susan Wood,** Co-Chair, DHFS/DHCF/BIMA; **Cheryl McIlquham**,
DHFS/DHCF/BHCE; **Jim Jones**, DHFS/DHCF/BHCE; **Rick Zynda**,
DHFS/DHCF/BIMA; **Amy Mendel-Clemens,** DHFS/DHCF/BIMA/Call
Center; **Jodi Ross,** DHFS/DHCF/BIMA; **Sara Pynenberg**,
DHFS/DHCF/BIMA; **Marsha Williamson,** DHFS/DHCF/ BIMA; **Ann
Marie Ott,** DHFS/DHCF/BHCE; **Essie Herron,** DHFS/DHCF/BIMA,
Milwaukee Region; **Joanne Simpson**, DHFS/DHCF/BHCE; **Vicki
Jessup**, DHFS/DHCF/BHCE; **John Haine**, DHFS/DHCF/BHCE; **Rita
Black-Radloff, Jill Jokela, Bob Martin, and Gerry Mayhew**, DWD

Other Attendees: **Beth Smith**, AFSCME

There were no administrative items this month.

QC Error Reduction Committee demonstration of new presentation on WI Food Stamp Program-

The committee presented a set of slides developed for client education and error reduction. The
committee will now turn it over to the state for translation, publishing, and maintenance. The
committee will continue to work on providing an audio version.

Plans for Change Center (Dane County)-

Dane County has received an Error Reduction grant to support creation of a change center.
Verification information will be mailed out by and returned to the change center. Other functions
will run like the Milwaukee Change Center.

SeniorCare as a Processing Option for MA & FS-

See handouts attached.

Committee Reports-

- Workload Study Committee
  One issue that the committee has addressed is the mechanics of deobligating IM funds if agencies do not use the full allocation. The committee recommends that if any unspent funds are available when the 2002 contracts are closed out, the first priority should be increasing to increase the 2003 allocations to the 2002 level, to alleviate the impact of adding one new IM agency (Potowatomi Tribal Agency) in 2002.

- W-2 C&I Coordinating Committee
  The WCHSA has endorsed the position paper on the Random Moment Time study.

- Program Simplification Committee
  Food stamp brochure and help guide have been reviewed and will be placed online. Other FS Policy issues addressed by the committee include Assets.
  1. A letter has been prepared to the USDA about the treatment of assets.
     - Staring Jan 1 student financial aid will be excluded from assets
     - Starting Feb 1 child support payments will excluded as income.

- QC Error Reduction
  The committee has worked on the plans for the upcoming Supervisor Forums:
  March 12- Kalahari Resort in Wisconsin Dells
  March 18- Country Inn in Hayward
  March 19- Best Western Hotel in Stevens Point
  March 26- Country Inn in Waukesha

Updates

- Family Planning Waiver
  On target with implementation, will start Jan 1. Several processing issues raised by agencies in the earlier meetings have been resolved.

- Presumptive Disability
  An Operations memo will be released, changes are effective 1/1/03.

- MA Handbook
  Converting to PDF file and placing on the web.

Handouts:

SeniorCare Customer Service and Application Processing Model

SeniorCare: Central Application Processing Operation (CAPO)

➢ Benefits
  ▪ Rapid, timely and accurate application processing (reduced workload and errors)
✓ Eligibility determinations completed for over 40,000 people in 8 weeks
✓ On average, eligibility determinations completed in 19 days
  ▪ Maximize technology to reduce manual workload (paperless system)
    ✓ Image creation. Allows easy access to application for problem resolution, customer service, electronic record retention, etc.
  ▪ Mail-in to central location
    ✓ Allows maximum and equal program access for all
    ✓ Reduces stigma
  ▪ Call distribution method and staff training that allows specialization. Utilize individual strengths for greatest/best output. Yet, flexibility to implement cross training.
✓ Ability to respond to approximately 60,000 calls in first 3 months
✓ Flexibility to adjust call distribution to meet changing needs
  ▪ Develops and strengthens partnership with aging network
    ✓ Counseling on full range of benefits to target population
    ✓ Immediate feedback to program administrators and policy-makers

➢ Challenges
  ▪ Brand new program requiring continued policy refinement during initial implementation
  ▪ Short time frame for implementation
  ▪ New application format (limited time to test)
  ▪ Special needs of target population
  ▪ Enrollment fee requirement
  ▪ Developing and training network of "helpers"
  ▪ New and inexperienced staff at CAPO
  ▪ Communication between customer service and application processing staff that, in essence, share cases
  ▪ Need to coordinate with provider services

<u>SeniorCare Model as a Processing Option for Medicaid/Food Stamps</u>

➢ Would not have many of the challenges faced in implementing SeniorCare operation, but different challenges perhaps

➢ Issues
  ▪ Coordination between central operation, local agencies and community-based organizations
    ✓ Face-to-face interviews for food stamps
    ✓ Client communications
    ✓ Changes
    ✓ Fair Hearings
    ✓ Assistance in understanding and completing applications: key to receiving highest level of complete and accurate applications
  ▪ Need for simple and clear scannable application that is adequately tested with target population
    ✓ Apply state of the art application design and scanning technology (i.e. bar codes, techniques to reduce reading errors, ability to accept multiple application types without sorting)
    ✓ Error reduction
    ✓ Reduces data entry workload/manual processes
  ▪ Value of electronic images v. paper (records retention, shared access, customer service, fair hearings, verification documents)
  ▪ Potential to expand scope of customer service to create a dual eligibility/provider services role
  ▪ Need for staffing that reflects appropriate level of knowledge and experience
  ▪ Telecommunications technology available to maximize efficient, timely and effective call distribution for optimal customer service
  ▪ Potential for improved uniformity of application process across counties

CUSTOMER SERVICE

SeniorCare
Prescription Drugs for Wisconsin Seniors

THE SENIORCARE CENTRAL APPLICATION PROCESSING OPERATION (CAPO)

GENERAL INQUIRY
What is the program?
*How do I access it?
APPLICANT INQUIRY
*When will I know if I am eligible?
*When will I get my card?
PARTICIPANT INQUIRY
*What providers will accept my card?
*I am on the program and
I have a change in my situation
to report.

APPLICATION PROCESSING

SCANNING OPERATION
Data sent to CARES
Application image to Onbase

STATION 1
APPLICATION RECEIPT
(Mailroom functions)

STATION 2
POST- SCANNING
FUNCTIONS

STATION 3
CLIENT REGISTRATION AND
CARES AUTO-POPULATION

STATION 4
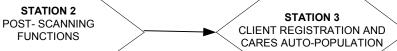ELIGIBILITY
DETERMINATION,
CONFIRMATION, AND POST-
ELIGIBILITY

Private Worker
*Receive and sort mail
*Conduct pre-scanning application procedures
*Conduct pre-scanning enrollment fee procedures

Private Worker
*Maintain log of forms delivered for scanning
*Process discrepancies and invalid applications i.e.
Data enter unscannable applications into CARES,
Customer contact for missing demographic information

Private Worker
*Initiate client registration
*Process clearance
*Ensure CARES auto-population of data
*Resolve client registration and clearance related discrepancies

Public Worker
*Determine SeniorCare eligibility using CARES and other automated systems
*Confirm SeniorCare eligibility
*Identify, research, resolve and process exception cases, enrollment fee issues, case changes and eligibility-related discrepancies
*Communicate with local agency staff regarding "mixed" cases
*Process 12 month renewals